

13. BASIC FUNCTION OF POSITION

The Protocol Assistant provides protocol guidance to the Chief of Mission and the Deputy Chief of Mission (DCM), to senior officers (the Department of State Section Chiefs and heads of other agencies in the Mission) and to the principal officer in the Consulate General in Auckland, as well as other officers as needed. The incumbent serves as a liaison to protocol officials in the Government of New Zealand and other diplomatic missions. Assists with questions of protocol, precedence, and local customs and practices. Coordinates work with the Official Residence staff of the Ambassador's and the DCM's residences; and other embassy employees as necessary, including the Executive, Public Affairs, Political Economic, Management, and Regional Security Offices. Arranges representational events hosted by the Ambassador at the Official Residence or at outside venues. Provides arrival/departure assistance for the Ambassador, Charge' d'Affaires, and VIP visitors at Wellington airport. Maintains an up-to-date primary contact database for the Mission. The scope of the position may require the incumbent to work irregular hours, including weekends and public holidays.

14. MAJOR DUTIES AND RESPONSIBILITIES

A. Protocol Coordination

40%

1. The incumbent coordinates and advises the Chief of Mission (COM) and the Deputy Chief of Mission (DCM), to senior officers (the Department of State Section Chiefs and heads of other agencies in the Mission) and to the principal officer in the Consulate General in Auckland, regarding protocol matters.
2. Provides protocol guidance and liaison with New Zealand government officials, other diplomatic missions and the local community, assisting on questions of protocol, precedence, and local customs and practices; develops and maintains local contact lists and guest lists, orders of precedence within and across groups, seating arrangements, and other protocol-related guidance for officials served; researches and advises those served on all aspects of protocol, precedence, and local custom and practice; advises on the protocol aspects of all types of official and social situations, contacts, and communications. Maintains contact with the New Zealand foreign office protocol division, through which information on specific points of protocol and custom are obtained and protocol problems are resolved.

B. Official Functions

20%

1. In coordination with the Ambassador's Office Manager (OM) and appropriate sections, the incumbent organizes representational events hosted by the Chief of Mission (Ambassador or Charge'), including notifying Official Residence staff and preparing guest lists; seeks out appropriate restaurant or other venues for events; coordinates event schedules with the Security Office and provides the final guest list; attends functions to provide support or event coordination, as needed/requested. Provides guidance to other agencies/sections in preparing their guest lists for functions involving the Ambassador and provides sections with draft invitations. In collaboration with relevant sections, provides logistical support for any official visits/delegations.
2. Assists the Ambassador's Office Manager (OM) in scheduling courtesy calls and appointments with diplomatic corps, local government leaders, and other prominent figures for the Ambassador, VIPs, and visiting Congressional Delegations (CODELs).

3. Write and mail invitations, place cards, menu cards; prepare seating charts; and track invitation responses.
4. Coordinates with the Ambassador's OM on COM official in-country travel, setting up appointments and representational events, as needed; makes hotel reservations and other travel-related arrangements. Works with relevant sections to coordinate travel and key regional events/special opportunities. Prepares visit schedule, including full itinerary details, transport and accommodation arrangements, and administrative details. May accompany the Ambassador on official in-country travel, depending on the purpose and objectives of the travel.
5. Drafts routine official and social correspondence related to protocol and events for the Ambassador's signature, including letters of thanks, condolence, or congratulations, or may task appropriate sections to provide drafts, as necessary.
6. Receives and distributes incoming circular diplomatic notes from MFAT and other diplomatic missions and maintains master file of these documents. Drafts circular diplomatic notes relating to Ambassador's arrival and departure in country.
7. Inventories and requests replenishment of Ambassador's supply of official stationery, invitation cards, place cards, menu cards, etc. Requests procurement of printing services, as needed.

C. Liaison with New Zealand government officials and local community

15%

1. Maintains contacts with counterpart coordinators within New Zealand government ministries; Parliamentary offices; and academic, scientific, political, economic, and business communities to facilitate high-level meetings for Ambassador and VIPs. Communicates with government and community officials to explain protocol matters and acts as the initial point of contact within the Mission for questions of protocol.
2. Review newspapers for items of social interest--marriage, birth, death, and change of social/business status of well-known New Zealand personalities. Clip articles and/or advise Front Office of events.

D. Airport Arrival/Departure Assistance

5%

1. Assists with arrival and departure arrangements at Wellington Airport for Ambassador, CODELs, and other VIPs of the Department of State and other USG agencies. Establishes and maintains working contacts with airline staff, police, customs, and other relevant officials at airport.

E. Contacts

15%

2. Working closely with Political/Economic, Public Affairs, and other Embassy sections, compiles biographic information on prominent New Zealand personalities, as needed/requested.
3. Administer and update the Mission's primary unclassified contact database (currently Goldmine), which also may include relevant social information, dietary restrictions, invitations received, issued, and accepted, etc.

F. General Support

5%

1. Other duties as assigned.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- (a) **Education:** Completion of secondary school required.
- (b) **Experience:** Minimum of five (5) years of progressively responsible experience dealing with a variety of officials from diplomatic missions, New Zealand government ministries and officials, non-profits and businesses. Incumbent must have a good understanding of government protocol derived from experience planning and organizing official events including meetings, and social gatherings.
- (c) **Post Entry Training:** On-the-job and relevant Department of State training, including Ethics for New Locally Employed Staff (PA453), Cyber Security Awareness Course (PS800) and Protecting Personally Identifiable Information (PA459).
- (d) **Language:** Level 4 - Fluent (spoken and written) English ability is required. Level 2 – Limited knowledge (spoken and written) of Maori ability is required.
- (e) **Knowledge:** Must have a very good working knowledge of the general etiquette and social standards of New Zealand and those aspects of the political structure and situation affecting his/her role. Knowledge of Maori cultural practices, society and norms is required.
- (f) **Skills & Abilities:** Excellent written and oral communication skills. Ability to maintain working-level contacts with his/her counterparts within MFAT, Parliament, other NZ government ministries, and other diplomatic missions. Strong PC skills: especially with the Microsoft Office software suite, the Internet, and preferably GoldMine experience. Excellent tact and diplomacy are required for dealing with counterparts within the host government, academic, religious and social institutions, and within other missions. Ability to work as part of a team or independently. Must be available to assist at representation functions on evenings, weekends, and holidays. Must have the ability to travel - Some domestic travel is required. International travel is less frequent but still expected for example, attendance at the Pacific Island Forum, and U.S. based training and consultations.

16. POSITION ELEMENTS

- (a) **Supervision Received:** Works under the direct supervision of the Ambassador's Office Manager.
- (b) **Supervision Exercised:** None
- (c) **Available Guidelines:** Department of State Foreign Affairs Manuals and Handbooks, including the Mission directives, Protocol Handbook, and Social Usage Abroad.
- (d) **Exercise of Judgment:** Must be able to work independently and respond to time-sensitive deadlines. Must show initiative and use own judgment in deciding technical arrangements for official functions.
- (e) **Authority to Make Commitments:** Has authority to schedule appointments for the Ambassador and visiting high-level officials based on instructions issued from Front Office.
- (f) **Nature, Level & Purpose of Contacts:** Develops and maintains mid- to high-level contacts via counterparts in various New Zealand government agencies; private businesses; cultural, academic and

economic institutions; and the diplomatic community.

(g) Time Required to Reach Full Performance Level: One (1) year.